

July 10, 2003

Anne Powell
Hydro One Networks Inc.
483 Bay Street
Toronto, ON
M5G 2P5

Dear Anne:

**Re: Combined Distribution Service Area Board File No RP-2003-0044
Hydro One Networks Inc. Interrogatories**

Please find enclosed the response from your interrogatories.

If you need more information do not hesitate to contact me at 613-443-5110

Yours truly,

Benoit Lamarche
Manager
Coopérative Hydro Embrun Inc.

Encl.

I4.8.1 What are Hydro Embrun's SQI statistics, as defined by the Distribution Electricity Rate Handbook, for Emergency response, SAIDI, CAIDI, SAIFI, and new connections for emergency response for the past 3 years?

Please refer to Appendix "1"

I4.8.2 Please provide the following information.

(a) The number of customers served the your licensed service areas.

Number of customers based on 2002 = 1486

(b) The kilometers of distribution line installed.

Distribution line installed based on 2002 = Overhead: 15.6 km
Underground: 11.4 km

(c) The number of Municipal Stations operated, locations, and available capacity

1 – MUNICIPAL STATIONS, MS#1 ST-JACQUES RD.

Available capacity → Please refer to Appendix "2". Load study on the substation.

(d) The kilometers of joint-use line in the current service area.

No joint-use line with Hydro One.

(e) The percentage of pole ownership of the joint-use line in the current service area.

No joint-use line with Hydro One.

(f) The policy for new connections and expansions.

Policy for: New Connection → Residential → 200amps
At cost less equivalent of 36 meters of secondary

(g) The current Conditions of Service Document.

Our condition of service document is not finalized yet and the O.E.B. is aware of it. The document will be approved in early July by the board of the Coopérative Hydro Embrun Inc. A document will be sent to Hydro One Network as soon as possible.

(h) How customer inquiries are handled during (i) working hours, and (ii) after working hours.

- i) Working hours → Monday to Friday, 9:00am to 5:00 pm
Emergency calls
Bill inquiries
Locate
- ii) After Working hours → The Coopérative has an answering machine service company named Metro Alert.
→ Emergency Call are transfered immediately to our CONTRACTOR 24 hours a day.
→ Bill inquiries, locate, etc... The answering service company takes the messages and calls the Coopérative the next morning and the Coopérative returns the calls as soon as possible.

The Coopérative Hydro Embrun Inc. has dealt with many of it's customers for over 40 years and knows them very well. A personalized service is the norm and very much appreciated by the Coopérative's customer.

The average number of messages taken by our answering machine service company varies from 1 to 3 per week.

(i) Identify the billing and payment options available to your customers.

Billing → Residential – Bi-Monthly
→ Commercial – Monthly

Payment Options: → Pre-Authorized Payment
→ Debit Card
→ Cheques
→ Post dated cheques
→ Cash
→ Postal Money Orders
→ Drop box at the office
→ Telepayment
→ Internet
→ At their own bank

Will also give an Equal Payment Plan opportunity to the customers.

- (j) The number of Wholesale and Retail supply points, the feeder designations and supply voltages, and the available capacity to serve customers from these supply points.

The Coopérative has just one supply point. Please refer to Appendix “2” (Load study on the substation.)

- I4.8.3 What are your outage statistics for the years 2001 and 2002, broken down by planned and unplanned (forced)?

The outage statistics planned and unplanned are in the same categories as Appendix “1”. Unfortunately the Coopérative is unable to give you that information.

- I4.8.4 Please provide Hydro Embrun’s Discounted Cash Flow calculation for the remainder of the proposed development.

Please refer to Appendix “3” → Phase 3 – 90 lots (Quartier Frontenac)

P.S. Phase 4, 5, and 6 are not approved yet by the Municipality of Russell and the United-Countries of Prescott-Russell.

